



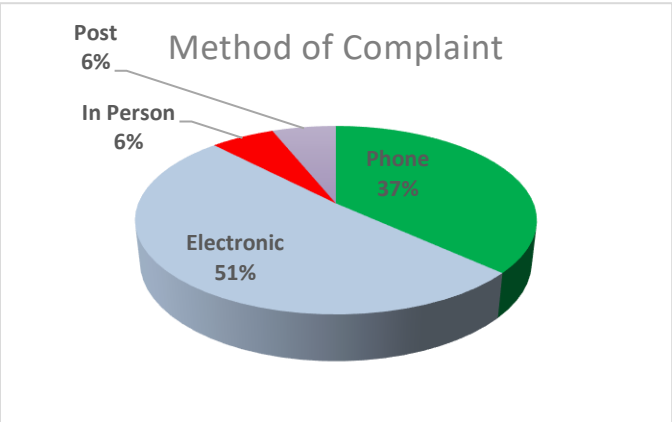
# Board Meeting For Noting

**To:** Board  
**From:** Senior Corporate Services Officer

**SUBJECT: COMPLAINTS AND COMPLIMENTS  
(Q4 2024/25)**

**DATE: 27 May 2025**

1.	<b>Introduction</b>			
	This report updates the Board on complaints and compliments received for the 3-month period 1 January to 31 March 2025 (Q4).			
2.	<b>Complaints Monitoring Q4 2024/25</b>			
	<b>a) Analysis of Complaints received in the period 1 January to 31 March 2025.</b>			
	Over the 3-month period, a total of 49 complaints were received. In addition to the numbers below, there were also 3 complaints escalated from Stage 1 to Stage 2 in the period. The table below details the service area which the complaint was logged under.			
	<b>Complaint Service Area</b>	<b>Received at Stage 1 *</b>	<b>Received directly at Stage 2</b>	<b>Total</b>
	Contractors	34	0	34
	Investment	3	0	3
	Repairs	0	0	0
	Other Housing	1	0	1
	Anti-Social	2	1	3
	Rent and Arrears	1	0	1
	Allocations	1	0	1
	Close Cleaning and Backcourt Maintenance	1	0	1
	About a Staff Member	0	3	3
	Landscaping and Garden Maintenance	0	0	0
	Factoring	2	0	2
	Concierge	0	0	0
	<b>Total</b>	<b>45</b>	<b>4</b>	<b>49</b>
	* NB this includes escalated complaints as they were first received at Stage 1			
	<b>b) SPSO Key Performance Indicators</b>			
	The attached Appendix contains a snapshot of ng homes complaints data for Quarter 4.			

3.	<b>Method of Complaint</b>										
	<p>Electronic methods were the preferred method of making a complaint.</p>  <table border="1"> <caption>Method of Complaint Data</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Electronic</td> <td>51%</td> </tr> <tr> <td>Phone</td> <td>37%</td> </tr> <tr> <td>Post</td> <td>6%</td> </tr> <tr> <td>In Person</td> <td>6%</td> </tr> </tbody> </table>	Method	Percentage	Electronic	51%	Phone	37%	Post	6%	In Person	6%
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4.	<b>You Said, We Did (<i>complaints made and action taken</i>)</b>										
	<p><b>You Said</b> – A tenant complained about the lack of external wall insulation for the building as her home was cold.</p> <p><b>We Did</b> – We explained that we are actively pursuing potential future funding for external wall insulation and we raised a work order for repairs to the windows to address any draughts.</p> <p><b>You Said</b> – A tenant complained about the poor standard of the stair cleaning service in the block.</p> <p><b>We Did</b> – The close cleaner attended and spent several hours ensuring the close was cleaned to the required standard. The supervisor agreed to personally inspect the close after cleaning for the next few months to ensure it's completed to the required standard.</p> <p><b>You Said</b> – A tenant complained about a hole in her pathway which causes rainwater to pool and restricts her from leaving her property and that a recent repair had not resolved the issue.</p> <p><b>We Did</b> – We explained that we had inspected the paving after the complaint was received and could not see any issue but this would be revisited when there is heavy rain.</p>										
5.	<b>Compliments received Q4 2024/25</b>										
	<p>As well as receiving complaints, 2 compliments were recorded in our register for Q4. These included the following messages of thanks:</p> <ul style="list-style-type: none"> <li>• Thanks for all your help with my new house.</li> <li>• Thanks for my new shower. I am absolutely delighted with it and there was not one bit of damage, not even a cracked tile, I can't thank you enough for all your help.</li> </ul>										
6.	<b>Recommendation</b>										
	Board members are asked to note this report.										

## Complaints KPIs

### Indicator One

Quarter	Number of complaints <b>received</b> at S1 ( <b>includes escalated</b> complaints as they were first received at Stage 1)	Number of complaints <b>received</b> directly at Stage 2	Total complaints <b>received</b> .	Relation to organisation's housing stock
Q4	45	4	49	0.74%

### Indicator Two

Quarter	Number of S1 complaints <b>closed</b> in full within <b>5</b> working days	% of all Stage 1 complaints <b>closed</b> in <b>5</b> working days as % of all Stage 1 complaints closed in full	Number of S2 complaints in full within <b>20</b> working days	% of all S2 complaints <b>closed</b> in full at Stage 2 within <b>20</b> days as % of all S2 complaints <b>responded</b> to in full	Number of S2 complaints <b>closed</b> in full after escalation within 20 working days	Number of <b>escalated</b> complaints <b>closed</b> in full within 20 working days as % of <b>escalated</b> complaints <b>responded</b> to in full
Q4	39	83%	7	100%	3	100%

### Indicator Three

Quarter	The average time in working days to <b>respond</b> to complaints at Stage 1	The average time in working days to <b>respond</b> to complaints at Stage 2	The average time in working days to <b>respond</b> to complaints after escalation
Q4	5.02 days	14.86 days	10.5 days

### Indicator Four

Quarter 4	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	12	10	12	13
% of complaints as % of all complaints closed at Stage 1	25.5%	21%	25.5%	28%
Number of S2 complaints in each category:	0	2	5	0
% of direct S2 complaints closed at S2 in each category:	0%	29%	71%	0%
No of complaints closed after escalation in each category:	1	0	1	0
% of all complaints closed after escalation	50%	0%	50%	0%

**Extensions can be authorised in exceptional circumstances. However these are considered as "late" ie not completed in timescale**